

TRANSIT SERVICES ADVISORY COMMITTEE
Meeting Summary
Thursday November 12, 2015

PRESENT: Anthony Wesley, Charlotte
Mike Warner, Charlotte
Chris Maloy, Charlotte
Christine Bryant, Huntersville
Walter Horstman, Matthews
Joshua Niday, Charlotte
D. Evans, Charlotte
Greggory Hardee, Charlotte
James Hillsman, Charlotte
Kalan Pegg, Charlotte
James Hillsman, Charlotte

STAFF: Wanda Braswell, Duretta Weicken, Larry Kopf, Pamela White, Tom Reynolds

Meeting Time 4:00-5:30 PM

I. Call to Order and Approval of the October Meeting Summary

Chairman Scott Jernigan called the meeting to order at 4:00 p.m.,
The October meeting summary was approved as written.

II. Public Comment on Agenda Items:

There was no one from the public at the meeting to give comment.

III. Introduction to New Members

Mr. Kalan Pegg introduced himself saying he rides a Van Pool from the Northside of Charlotte to work in Salisbury and was appointed by the City Council as a Van Pool representative.

IV. Action Item

A. February Service change

Pamela White

Pamela White CATS Service Planning Manager presented the proposed February service changes to the committee. Ms. White stated there would be some small adjustment to improve on time performance.

- Service Adjustments were proposed for routes; 7 Beatties Ford Rd., 20 Sharon Rd, 25 Clanton- Midtown, 55 Westinghouse Rd., 82 X Rock Hill Express and 591 Airport Connect – Archdale.
- Routing adjustments were proposed for routes; 2 Ashley Rd., 30 Woodlawn Crosstown, 43 Ballantyne, 45X Carmel Rd. Express, and 60 Tyvola

Scott Jernigan asked if the general public could transfer to a local bus in the Suttle Avenue area. Pamela stated they have access to the Route 5 bus as well.

Anthony Wesley asked if the public had access to the new Hal Marshall. Pamela stated yes routes 45, 2 and the airport sprinter will give access to the new County Administration building.

Joshua Niday asked if the route 10 that runs down West Blvd. could go to the Sky Chef business. Pamela stated CATS looked at that but the business has certain shifts and doesn't need the service all day long.

Chris Maloy wondered when the Beam Rd. Office Park extension was created was there justification for it. Pamela explained that CATS worked with US Air back in earlier years because there were employees that came from the boulevard homes area but the program they had for that has been discontinued. Chris asked when these types of programs are created does CATS keep in touch with the employers. Pamela stated CATS tries to keep in touch to determine if there are programs going on but sometimes employee turnover makes it harder to establish a relationship.

There was a motion to approve the proposed February service changes and recommend to MTC. The motion was approved by the committee.

V. Information Items:

A. CATS Customer Service

Olaf Kinard

Olaf Kinard CATS Transit Marketing and Technology Manager spoke to the committee about the CATS Customer Service Center. Mr. Kinard stated CATS has the Call Center 336-RIDE, and the information folks which are pass sales and they do some customer service as well. The call center handles 1.36 million calls that come into the 336-RIDE and out of those calls about 270,000 go to live agents. That is about 85% a shift from a few years ago. 92% were handled by the IVR and 8% went to a live agent. But since 2010-2012 the call volume has dropped but the calls that come in going to agents has increased. The majority of calls that come in are people wanting to know when the bus is going to come which the IVR system will tell. So the people that have other issues go to live agents. The City has a policy that of the calls we answer that we do not have an abandonment rate of more than 8%. Olaf continued saying that complaints also come through there. The call is then entered into a database which determines what type of call it is, then there is a routing mechanism that determines who needs to respond to that customer.

Walter asked what the hours are for a live person. Olaf answered 6 a.m. to 10 p.m.

Anthony stated his experience with customer service has been good.

Chris wanted to know about the mobile app. Olaf explained we solicited a vendor the contract was presented but the vendor did not meet the requirements. The second vendor had other requirements so we had to update the contract. The contract has been sent to vendor. The real time app will be available in 12-16 weeks. There is an app coming out that will help Safety & Security about the same time in February or so.

Walter asked if the gathering of data impact the system CATS already uses. Olaf stated it is the same data from the GPS the buses use.

Larry mentioned the WAZE App. Is a crowd sourcing app. And is a good source for sharing roadway information.

Kalan stated that Google Maps bought WAZE back in 2009 so the two do work together.

B. 5310 Funding

Larry Kopf

Larry Kopf CATS Transit Operations Manager spoke to the committee about the 5310 Grants which are targeted for seniors and individual with disabilities. Larry explained these are Federal grants allocated to the Metropolitan Planning Organization (MPO) and the Charlotte Regional Transportation Planning Organization (CRPTO) the primary function is to carry out transportation planning process among the member jurisdictions. The 5310 funds are allocated to Charlotte's MPO. The 5310 grant replaces JARC and

New Freedom grant programs. These funds come through CATS as the designated recipient and CATS disperses the funds to recipients for the CRPTO area.

VI. Service Issues

All

Chris complimented the transportation services as a customer the rides the 80X in and the 77X out stated the services she receives from the outer counties has been very much appreciated.

Larry paid a complement to Pamela White for her above and beyond service to a customer that reported to CATS that her car had been towed from the Gastonia Park & ride. As Pamela investigated it was discovered that the vehicle had really been reprocessed. The customer was very distraught so Pamela offered to help her by taking her home. The customer was very appreciative.

VII. Chairman's Report

Scott Jernigan

Chairman Scott Jernigan had no report about MTC. But did remind the committee that December is election time and anyone interested in the position of Chairman and Co-Chairman should notify Larry Kopf or Duretta Weicken. Scott also stated that the December meeting is usually very light but if there any topics the committee wanted to hear about before the end of the 2015 year let us know. Larry stated that CATS CEO would be at the December TSAC meeting.

VIII. Manager of Operation Report

Larry Kopf

Larry reported that the 25 million dollar Grant the City recently received from the Federal Government for the improvement of infrastructure would have been a topic for the November meeting however there was just not enough information to give a report on that topic as officials are still coming up with a plan since the 25 million dollars is not enough money to do the move the Greyhound station to uptown project the City wants to do. So there is still a lot going on behind the scene. And we will be able to give a presentation on it at a later date.

Joshua asked if there is any idea of the total cost is for the Greyhound station project. Larry stated that has not been determined as of yet.

Larry stated the meeting he just came from was about upward mobility and Charlotte ranks 50 out of the top 50 Cities in the country and the City would like to discover a way to improve that standing.

Next TSAC MEETING: THURSDAY DECEMBER 10, 2015